

MEMBER SERVICES

AUTOMATIC MONTHLY PAYMENT PLAN

Allows your monthly electric bill payment to be automatically deducted from your bank account on the due date. Sign up online (clayelectric.com) or call your local district office.

ONLINE ACCOUNT INFORMATION

Visit the Clay Electric web site (clayelectric.com) and access your account information:

- View your bill statement
- Make a one-time payment online
- View current charges
- View account balance
- View billing history
- View estimated meter reading dates
- Request emailed bill statements (Clay eBill)

PROJECT SHARE - Help others by designating a tax-deductible amount to be added to your electric bill or make a one-time donation.

REMOTE METER READING (RMR) - Enables a co-op meter reader to obtain the meter reading without entering the homeowner's property. The monthly charge is \$3.95.

ENERGY SMART REBATE PROGRAM - Offers rebates for members who install additional insulation in their homes, or who install a high efficiency heat pump or solar water heating system.

ENERGY EFFICIENCY LOANS - Available for the purpose of installing certain energy efficiency measures, including metal roofing and solar water heaters.

SURGEBLASTER - High quality surge protection equipment at a low monthly lease.

MARATHON WATER HEATERS - Marathon water heaters are the most energy efficient electric resistance water heater on the market and are offered in an array of sizes (15 to 105 gallons).

LONG DISTANCE PHONE SERVICE - Clay has contracted with TransWorld Network Corp. (TWN) to offer members competitively priced long distance phone service. Call (877) 877-CLAY (2529) for more information.

PAYMENT STATIONS - Clay has contracted with Fidelity Express to offer payment stations for paying your electric bill at various businesses in the co-op's service area. Fidelity Express charges \$1 for each transaction. A list of payment locations is available online (clayelectric.com) and at your local district office.

CEC's rebate and energy loan programs encourage energy conservation

Clay Electric encourages energy conservation through its communications resources and its Energy Rebate and Energy Loan programs.

Since October 2007, when Clay's Energy Rebate program began, the co-op has distributed 2,343 rebates totalling \$578,238 with an anticipated savings of over 12.04 million kWh. The energy rebates include ceiling insulation, and installation of high efficiency heat pumps and solar water heating systems. Energy conservation loans amounted to \$735,699 in 2009.

Members can borrow for improvements such as high efficiency heat pumps, insulation, certain high efficiency appliances, high reflectance metal roofing, solar thermal water heating and solar pool heating. The cooperative believes these programs have been a huge encouragement to members to use electricity wisely and efficiently.

Please contact the co-op's Energy Services Division for information about the amounts that can be loaned for various energy efficiency improvements. Call (352) 473-8000 ext. 8263.

Power Line is an informational publication of Clay Electric Cooperative, Inc. It is distributed monthly with members' billing statements. If you have questions or comments about the Power Line publication, contact Editor Wayne Mattox at P. O. Box 308, Keystone Heights, FL 32656; e-mail: WMattox@clayelectric.com.

Clay Electric also publishes the Kilowatt six times a year (January, March, May, July, September and November). The Kilowatt is the official voice of Clay Electric and has been published continuously since 1948 as an informational and educational service for co-op members.

Clay Electric's web site (<http://www.clayelectric.com>) offers lots of online services such as payments, and information about the co-op's programs and services. Members can also write their own ads online to be published on the web site's Trading Post. To enter your ad on the Trading Post, you must use your Clay Electric customer number which is printed on your electric bill statement.

Clay Electric's Board of Trustees will meet on July 22 and August 26 beginning at 12:30 p.m. in Keystone Heights.

The Clay Electric Cooperative, Inc. _____

Power Line

July 2010

Clay Electric gets high marks in Member Opinion Survey

Clay Electric has again received very good marks based on results of the 2010 Member Opinion Survey.

"Overall, members of Clay Electric continue to give us high ratings on our quality of service, competitive rates and our communications," said General Manager/CEO Ricky Davis.

Noteworthy among the results of this year's survey were the opinions expressed by members about cap-and-trade legislation being considered by Congress.

Forty-five percent of the survey respondents said that cap-and-trade legislation was not a good way to address climate change. Only 8 percent said yes, 12 percent indicated maybe, and 31 percent responded with a don't know.

Fifty-six percent of the respondents indicated they were "not at all likely" to support candidates that endorsed energy policies that would likely cause electricity rates to rise. Only 4 percent answered that they would be "very likely" to support those candidates.

For more information about the results of Clay Electric's Member Opinion Survey, see the manager's report in the July 2010 *Kilowatt* newsletter (mailed mid-July).

 **Clay Electric Cooperative, Inc.** _____

A Triadstone Energy Cooperative 

Home energy assistance for low-income elderly

The Emergency Home Energy Assistance for the Elderly Program (EHEAP) assists low-income households, with at least one person age 60 and older, when the households are experiencing a home energy emergency.

Payments are for home cooling or heating and other emergency energy-related costs during the cooling (April - September) and heating (October - March) seasons.

A home energy emergency may result from a delinquent utility bill, lack of fuel or wood or the receipt of a shut off notice. Eligible households may be provided one benefit per season, currently up to \$600.

Payments are made directly to the vendor or by a two-party check to the vendor and client for electricity, natural gas, propane,



fuel oil, kerosene or wood.

Repairs of existing cooling or heating equipment, the purchase of blankets, portable heaters and fans, and payment of re-connection fees are allowed.

To be eligible for assistance, households must have:

- A documented heating or cooling emergency,
- At least one individual age 60 or older in the home, and
- A net household annual income equal to or less than 150 percent of the federal poverty guidelines minus certain exclusions.

Contact your local area agency on aging or call the Elder Helpline at 1-800-96-ELDER (1-800-963-5337) for more information on additional eligibility requirements. You can also contact the local Emergency Home Energy Assistance Program for the Elderly provider listed by Area Agency on Aging.

News Notes

Hernandez earns CCC designation

Amanda Hernandez, communications specialist in Clay Electric's Communications Division, was recently awarded a Certified Cooperative Communicator (CCC) designation after receiving passing scores on an extensive portfolio and rigorous four-hour exam which tested her knowledge and skills in communications, member/public relations, and marketing. She joins Larry Horne, manager of the Communications Division, and Wayne Mattox, editor, as certified cooperative communicators.

"Amanda is a great asset to our communications staff and to Clay Electric," Horne said.

Hernandez has an advertising degree from the



Hernandez

University of Florida. She and her husband, Rob, live in Alachua with their two sons.

According to the National Rural Electric Cooperative Association, there are only three other distribution cooperatives in the nation that have three or more employees with CCC designations.

Receive bill statements electronically

With Clay eBill you can receive electric bill statements via email instead of getting a paper bill statement in the mail. The monthly email will include your bill statement as an attachment and links to important information from the co-op, such as the monthly *Power Line* newsletter.

You can pay the bill online by clicking the "pay my bill" link in the email, or you can utilize any of the co-op's other payment options. To enroll in Clay eBill, log on to your account at clayelectric.com, then click on "send me my bill by email".

Some tips to help you cut your summer electric bills

Afternoon temperatures hit the 100 degree mark on several occasions last month, so air conditioning systems worked overtime. Have you given much thought to trying to reduce your electric bills during the hottest part of the year?

Sherman Phillips, manager of Clay Electric's Energy Services Division, offers the following seven tips to help you get the most benefit out of your energy dollars.

1) Have your HVAC unit serviced annually. "A clean system will have a lower operating cost than a dirty system," Phillips said. "For example, a dirty coil restricts airflow and causes the unit to run longer. A clean unit provides better dehumidification."

2) Change or clean the air filter monthly or as often as needed based on the filter media type.

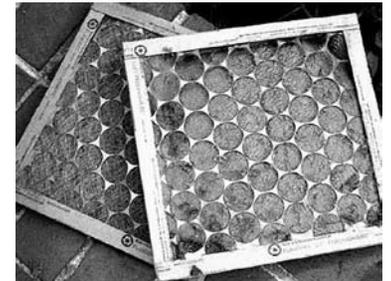
3) Keep the thermostat set on 78 degrees or higher for optimum operating cost.

4) Operate ceiling fans only when a room is occupied.

5) Use a "solar" clothes line instead of the clothes dryer for drying clothes.

6) It might be time to upgrade that older refrigerator. "Most refrigerators manufactured prior to 1995 use nearly twice as much electricity as models manufactured today," Phillips said. And he added, "Eliminate that refrigerator in the garage if possible."

7) Replace incandescent light bulbs in your home that remain on for long periods with compact fluorescent lights (CFLs). CFLs are more energy efficient and produce less heat.



A clean air filter helps lower usage.